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FY 02 JCEF AND TCPF GRANT FUNDS APPLICATION - AUTOMATION
TO RECEIVE THIS APPLICATION ON DISK, CALL (602) 542-9339

A. Applicant Information

1. COURT: MESA MUNICIPAL COURT	
2. CONTACT PERSON/PROJECT DIRECTOR: LEONARD MONTANARO	
3. TITLE: DEPUTY COURT ADMINISTRATOR	
4. ADDRESS: 245 WEST 2 ND STREET	
5. CITY: MESA	6. ZIP: 85201
7. PHONE: 480-644-3280	8. FAX: 480-644-2927
9. PROJECT TITLE: INTERACTIVE VOICE RESPONSE (IVR) SYSTEM AND INTERNET	
10. ESTIMATED DURATION OF PROJECT (IN MONTHS): 18 MONTHS	
11. ESTIMATED START DATE: MARCH 1, 2003	

B. Funding Information

Requested Funding Amount for FY 02		Local Fund Balances		
		5. COURT	6. LOCAL JCEF BALANCE	7. AS OF DATE
1. LOCAL JCEF	\$ 335,500.00	MESA MUNICIPAL COURT	\$828,190.00	OCT 31, 2002
2. STATE JCEF				
3. TCPF				
4. TOTAL	\$335,500.00			

8. LOCAL JCEF FUND ACCRUALS: \$157,354.00 FOR: X LAST 12 MONTHS '00-'01 LAST FISCAL YEAR

9. AMOUNT OF LOCAL BALANCE ALREADY COMMITTED TO APPROVED PROJECTS: \$9,500.00

A. DESCRIBE THE APPROVED PROJECTS: DIGITAL MICROPRINTER – THE MICROPRINTER IS USED TO COPY CASES FROM MICROFILM.

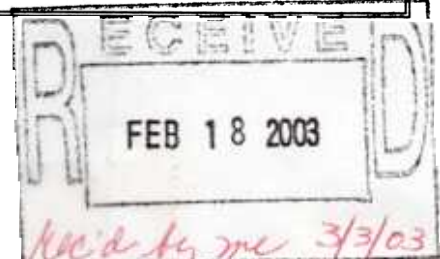
B. PLANS FOR FUTURE USE OF LOCAL JCEF, NOT INCLUDING THIS PROJECT:

AMOUNT: \$60,000.00

DESCRIPTION: PURCHASE AND INSTALL A COMPUTERIZED TAKE-A-NUMBER SYSTEM. A COMPUTERIZED TAKE-A-NUMBER SYSTEM IS AN ELECTRONIC MEANS OF QUEUING AND/OR PRIORITIZING THE CUSTOMERS WHO VISIT THE COURT IN PERSON.

AMOUNT: \$90,000.00

DESCRIPTION: PURCHASE AND INSTALL DIGITAL RECORDING DEVICES IN EACH COURT ROOM.



C. Project Justification

C.1. STATEMENT OF PROBLEM

PROBLEM: THERE ARE BARRIERS THE PUBLIC ENCOUNTERS IN ACCESSING THE COURT TO COMPLETE TRANSACTIONS AND/OR INQUIRE ON INFORMATION. CURRENTLY, A STAFF MEMBER MUST PROVIDE INDIVIDUAL ASSISTANCE TO EACH PERSON WANTING TO COMPLETE A TRANSACTION OR OBTAIN CASE SPECIFIC INFORMATION. TRADITIONAL METHODS OF TRAVELING TO THE COURT, WRITING A LETTER, OR PLACING A TELEPHONE CALL TO THE COURT LIMITS THE PUBLIC IN HOW AND WHEN THEY CONDUCT BUSINESS WITH AND OBTAIN INFORMATION FROM THE COURT.

EXISTING SITUATION: THE MESA MUNICIPAL COURT HAD A FUNCTIONAL INTERACTIVE VOICE RESPONSE (IVR) SYSTEM. THE IVR IS A PRODUCT OF THE EDIFY CORPORATION. IT WAS TAKEN OFF-LINE IN MAY 1998 BECAUSE IT WAS NOT Y2K COMPLIANT. THE IVR SYSTEM PROVIDED THE PUBLIC THE ABILITY TO COMPLETE FINANCIAL TRANSACTIONS AND OBTAIN CASE SPECIFIC INFORMATION FROM THE COURT'S DATABASE BY USING A TOUCH-TONE TELEPHONE. THE COURT AND THE CITY OF MESA COORDINATED EFFORTS TO MAKE THE SYSTEM Y2K COMPLIANT AND SECURE PROFESSIONAL SERVICES TO RETURN THE IVR TO PRODUCTION. THE CITY OF MESA PURCHASED THE NECESSARY HARDWARE AND SOFTWARE TO BRING THE IVR INTO COMPLIANCE. THE EDIFY APPLICATION CAN BE WEB ENABLED, MAKING IT FULLY ACCESSIBLE THROUGH THE INTERNET.

C.2. STATISTICS SUPPORTING THE PROBLEM STATEMENT

WHEN THE COURT'S IVR SYSTEM WAS ON-LINE IN 1998, WE HAD THE ABILITY TO OBTAIN DATA ON INCOMING TELEPHONE CALLS.

THE COURT WAS RECEIVING AN AVERAGE OF 13,178 INCOMING TELEPHONE CALLS EACH MONTH. ON AVERAGE, THE IVR HANDLED 4343 OF THE INCOMING TELEPHONE CALLS WITHOUT STAFF ASSISTANCE, WHICH IS 33% OF THE TOTAL INCOMING CALL VOLUME. THE TELEPHONE CALLS HANDLED BY THE IVR INCLUDED PAYMENT PROCESSING, ELECTRONICALLY SCHEDULING COURT DATES FOR CIVIL TRAFFIC VIOLATIONS, AND CASE SPECIFIC INFORMATION REGARDING COURT DATES AND THE STATUS OF MOTIONS FILED WITH THE COURT.

C.3. EXISTING SITUATION

C.3.A. STAFFING

JOB TITLE	FTE	JOB TITLE	FTE
ADMINISTRATIVE HEARING OFFICER	1.5	COURT COLLECTION SPECIALIST	9
ADMINISTRATIVE SUPPORT	3	COURT SPECIALIST	38
COURT ADMINISTRATOR	1	COURT SPECIALIST TRAINEE	4
DEPUTY COURT ADMINISTRATOR	3	LEAD COURT SPECIALIST	6
COURT SUPERVISOR	6	COURT INTERPRETER	3.5
PRESIDING MAGISTRATE	1	CITY MAGISTRATE	6
INTERPRETER SUPERVISOR	1		

C.3.B.

EQUIPMENT

THE CITY OF MESA HAS PURCHASED THE FOLLOWING HARDWARE AND SOFTWARE TO ASSIST THE COURT IN RETURNING THE IVR TO PRODUCTION.

HARDWARE:

TWO SERVERS – PARTS INCLUDE:

- 2 PENTIUM III P1266-512KB PROCESSOR
- 2 MEMORY KITS – P1266, 256MB
- 2 COMPAQ HOT PLUG REDUNDANT POWER SUPPLY
- 2 HOT PLUG FAN KITS
- 2 PC133MHZ – ECC SDRAM MEMORY KITS
- 4 18.2GB ULTRA3 SCSI 10K RPM HARD DRIVES
- 2 SMART ARRAY 5I PLUS CONTROLLER & BBWC ENABLER
- 2 (DIGITAL TELEPHONY CARDS) NMS AG 400 48 PORT VOICE PCI
- 2 (ANALOG TELEPHONY CARDS) NMS AG 24

SOFTWARE:

- EDIFY ELECTRONIC WORKFORCE – VERSION 6.1
- EDIFY ELECTRONIC WORKFORCE – VERSION 8.0
- PC ANYWHERE – USED FOR REMOTE SUPPORT

C.3.C.

OTHER RELEVANT INFORMATION

ON-LINE INTERNET FUNCTIONALITY, WHICH WILL PROVIDE THE PUBLIC THE ABILITY TO COMPLETE BUSINESS TRANSACTIONS AND INQUIRE ON CASE SPECIFIC INFORMATION, CAN BE ACCOMPLISHED IN CONJUNCTION WITH THE DEVELOPMENT OF THE IVR APPLICATION. THE GRANT APPLICATION REQUEST INCLUDES FUNDS FOR TRAINING CITY OF MESA INFORMATION SERVICES STAFF. THE CITY HAS COMMITTED TO THE USE OF ITS INFORMATION SERVICES STAFF TO MAINTAIN BOTH THE IVR AND THE INTERNET APPLICATIONS AFTER THEY HAVE BEEN DEVELOPED AND MOVED INTO PRODUCTION.

ON DECEMBER 16, 2002, THE MESA CITY COUNCIL APPROVED THE COURT TO PURSUE FUNDING FOR THE IVR AND INTERNET APPLICATIONS THROUGH THE ARIZONA SUPREME COURT. THE RESOLUTION SUPPORTS THE USE OF LOCAL JUDICIAL COLLECTION ENHANCEMENT FUNDS TO FUND THE PROFESSIONAL SERVICES NEEDED TO COMPLETE THE PROJECT. (RESOLUTION IS ATTACHED)

D. PROJECT DESCRIPTION AND PLAN

D.1. PROJECT OVERVIEW

THIS PROJECT WILL PROVIDE THE CUSTOMERS OF THE MESA MUNICIPAL COURT ACCESSIBILITY TO COMPLETE PAYMENT TRANSACTIONS AND OBTAIN CASE SPECIFIC INFORMATION FROM THE COURT'S DATABASE WITH A TOUCH-TONE TELEPHONE AND THROUGH THE INTERNET.

D.1.A. HAS THIS AUTOMATED SOLUTION BEEN IMPLEMENTED IN ANY OTHER LOCATION?

X YES IF YES, TELL WHERE. THE MESA MUNICIPAL COURT HAD A FUNCTIONAL IVR SYSTEM UNTIL MAY 1998.

No

YES IF YES, EXPLAIN HOW.

X No – THE EQUIPMENT IS SITE SPECIFIC. HOWEVER, OUTSIDE AGENCIES WILL BE ABLE TO ACCESS CASE SPECIFIC INFORMATION. COURTS WISHING TO DEVELOP AN IVR OR DEVELOP ON-LINE INTERNET FUNCTIONALITY MAY CONTACT MESA FOR START-UP INFORMATION OR USE IT AS A BENCHMARK.

D.1.C. CAN IT BE SCALED UP OR DOWN TO MEET THE NEEDS OF HIGHER OR LOWER VOLUME COURTS?

X YES IF YES, EXPLAIN HOW. IT CAN BE SCALED UP OR DOWN AT THE RESPECTIVE SITE BY INCREASING OR DECREASING THE NUMBER OF TELEPHONE LINES AND EDIFY WORKFORCE AGENTS. WORKFORCE AGENTS PROVIDE THE ABILITY FOR A USER TO MANEUVER THROUGH THE APPLICATION BY MAKING SELECTIONS ON A TOUCH-TONE TELEPHONE.

No

D.1.D. DESCRIBE THE IMPACT YOUR AUTOMATED SOLUTION MIGHT HAVE ON OTHER COURTS AND JUSTICE OR LAW ENFORCEMENT AGENCIES.

SINCE THIS AUTOMATED SOLUTION CANNOT BE SHARED, THERE WOULD BE NO IMPACT TO OTHER COURTS. HOWEVER, THE EDIFY PRODUCT PROVIDES AN ACCURATE METHOD TO EVALUATE BUSINESS PRACTICES AND CALLING TRENDS OF USERS. THE SYSTEM WILL ASSIST OTHER COURTS BY PROVIDING USAGE BENCHMARKS THAT COULD BE SHARED WITH OTHER COURTS UPON REQUEST.

D.1.E. DESCRIBE HOW THE AUTOMATION PROJECT FITS IN WITH OTHER RELEVANT COURT, COUNTY, OR CITY AUTOMATION PLANS AND PROJECTS.

THIS TYPE OF TECHNOLOGY FITS INTO THE ARIZONA SUPREME COURT'S STRATEGIC OBJECTIVE, "TO PROVIDE ALTERNATIVE MEANS TO ACCESS COURT INFORMATION THROUGH THE USE OF TECHNOLOGY." THE TECHNOLOGY HELPS ELIMINATE BARRIERS TO ACCESSING THE COURT.

THE CITY OF MESA'S STRATEGIC PLAN IDENTIFIES TECHNOLOGY AND INNOVATION AS A KEY RESULT AREA. THE CITY DESCRIBES TECHNOLOGY AS "THE TOOLS AND METHODS WE USE TO DO OUR JOBS. IN TIMES WHEN RESOURCES ARE LIMITED AND DEMANDS ARE INCREASING; WE NEED TO APPLY APPROPRIATE TECHNOLOGY TO OUR WORK. WE WILL ENCOURAGE OUR WORKERS TO FIND NEW METHODS AND NEW TOOLS TO DO THEIR JOBS, SAVE TIME AND SAVE MONEY, AND SERVE THE RESIDENTS OF MESA BETTER."

PROVIDING AN ELECTRONIC MEANS TO INQUIRE ON INFORMATION AND PERFORM TRANSACTIONS WITHOUT THE HELP OF A STAFF MEMBER TIES DIRECTLY TO THE CITY'S TECHNOLOGY AND INNOVATION OBJECTIVE, "TO ENHANCE CUSTOMER SERVICE, THE PUBLIC WILL BE ABLE TO ACCESS CITY SERVICES IN THE MOST EFFECTIVE MANNER USING TECHNOLOGICAL INNOVATION."

D.2

PROJECT PLAN

SEE ATTACHED MICROSOFT PROJECT PLAN

E.	Project Scope
E.1.PROJECT SCOPE: PROJECTED FINANCIAL IMPACT OF PROJECT	
E.1.A.HOW MUCH REVENUE WILL THE PROJECT GENERATE EACH FISCAL YEAR?	
THIS MAY GENERATE REVENUE EACH FISCAL YEAR. THE MEANS TO ACCESS THE COURT MORE EASILY MAY FACILITATE PAYMENTS BEING MADE EARLIER RESULTING IN MORE INTEREST REVENUE. HAVING THE ABILITY TO PAY OVER THE TELEPHONE OR ON-LINE MAY MOTIVATE DEFENDANTS TO MAKE THEIR PAYMENTS TIMELY RATHER THAN WHEN THEY CAN MAKE A TRIP TO THE COURT.	
E.1.B.HOW WILL THE REVENUE IMPACT THE PROJECT'S BUDGET EACH FISCAL YEAR?	
N/A	

E.1.c. WHAT COST SAVINGS OR COST AVOIDANCE WILL RESULT FROM THIS PROJECT?

COST AVOIDANCE FOR HIRING ADDITIONAL STAFF MAY BE REALIZED WHEN MORE TELEPHONE CALLS CAN BE HANDLED WITH MINIMAL STAFF ASSISTANCE.

E.2. PROJECT SCOPE: RISK ANALYSIS

E.2.a. DISCUSS ANY RISKS ASSOCIATED WITH YOUR PROJECT. FOR EXAMPLE, IF YOU ARE IMPLEMENTING "LEADING EDGE" TECHNOLOGY OR YOU ARE SUBSTANTIALLY CHANGING YOUR HARDWARE/SOFTWARE ENVIRONMENT, TELL WHAT STEPS YOU HAVE TAKEN TO MINIMIZE THE RISK.

IVRS ARE PROVEN TECHNOLOGY IN THE PRIVATE SECTOR AND OTHER GOVERNMENT AGENCIES. OUR DESIGN OF THE IVR INTERFACE WITH THE COURT'S COMPUTER SYSTEM PREVENTS DIRECT ACCESS TO THE DATABASE BY THE CALLER, WHILE PROVIDING REAL-TIME UPDATES. THE INTERFACE DESIGN ENSURES THE INTEGRITY OF THE DATABASE IS MAINTAINED.

E.2.B DESCRIBE THE VENDOR SUPPORT YOU ANTICIPATE. MENTION VENDOR STRATEGIC PRODUCT PLANS, SUPPORT AGREEMENTS, HISTORY OF SATISFACTORY VENDOR SUPPORT, VENDOR COMMITMENT TO CUSTOMERS ON PREVIOUS VERSIONS OF SOFTWARE, AND ANY OTHER INDICATORS THAT MAY SHOW THAT THE VENDOR WILL BE COMMITTED TO SUPPORTING THE COURT THROUGHOUT THE LIFE OF THE SOLUTION.

DAVID R. HARRISON, WITH D & L CONSULTING SERVICES FROM SHERMAN, TX, IS CURRENTLY THE CITY OF MESA'S CONTRACTED EDIFY CONSULTANT. THE CITY CONTRACTED WITH HIM FOR HIS EXPERTISE AND EXPERIENCE TO AUDIT ALL OF THE EDIFY APPLICATIONS USED BY THE CITY. HE HAS PROVIDED DIRECTION TO CITY PROJECT COORDINATORS AND IN-HOUSE PROGRAMING STAFF ON EDIFY APPLICATIONS. DAVID HARRISON HAS ALREADY AUDITED THE COURT'S EDIFY APPLICATION AND DISPLAYS A SOUND UNDERSTANDING OF ITS FUNCTIONALITY AND THE INTERFACE TO THE COURT'S COMPUTER SYSTEM.

THE CITY OF MESA HAS COMMITTED TO PROVIDING TECHNICAL ASSISTANCE FROM ITS INFORMATION SERVICES STAFF TO PERFORM MAINTENANCE ON THE EDIFY APPLICATIONS AFTER THEY HAVE BEEN TRAINED BY THE EDIFY CORPORATION.

E.2.C.EXPLAIN HOW THE PROPOSED SOLUTION WILL TAKE ADVANTAGE OF AND/OR BE DEPENDENT UPON YOUR EXISTING HARDWARE AND SOFTWARE.

THE COURT'S COMPUTER SYSTEM, ACIST, IS ALREADY PROGRAMMED TO INTERFACE WITH THE EDIFY APPLICATION. CERTAIN ADJUSTMENTS WILL BE NEEDED AS SEVERAL OF THE COURT'S PROCESSES HAVE CHANGED OR BEEN ENHANCED SINCE THE IVR APPLICATION WAS TAKEN OFF-LINE IN 1998.

E.2.D.DESCRIBE YOUR CONVERSION PLAN. TELL IF YOU WILL TRANSFER DATA FROM AN EXISTING APPLICATION, INCLUDING HOW FAR BACK YOU WILL LOAD DATA AND HOW THE TRANSFER WILL BE MADE. IF THIS IS A NEW APPLICATION, DESCRIBE HOW YOU PROPOSE TO LOAD DATA INTO THE SYSTEM.

THE COURT'S DATABASE WILL NOT BE CHANGING. NO CONVERSION PLAN WILL BE NECESSARY.

E.3.

PROJECT SCOPE: TECHNICAL CONSIDERATIONS

E.3.A.IF ANY OF THE FOLLOWING TECHNICAL REQUIREMENTS APPLY TO YOUR PROPOSED SOLUTION, TELL HOW YOUR PROJECT COMPLIES WITH THEM; IF THEY DO NOT APPLY, CHECK THE N/A BOX.

(1) SMTP AND MIME COMPLIANT ELECTRONIC MAIL SOFTWARE (SEE ARIZONA CODE OF JUDICIAL ADMINISTRATION (ACJA) § 1-502).

X N/A

(2) RELATIONAL DATABASE WITH PREFERENCE TO SQL-COMPLIANT QUERY CAPABILITY (SEE ACJA § 1-504 AS IT APPLIES TO ELECTRONIC DOCUMENT MANAGEMENT SYSTEMS).

X N/A

(3) DATA DEFINITIONS THAT SUBSTANTIALLY CONFORM TO THE NATIONAL CENTER FOR STATE COURTS STATISTICAL DICTIONARY DEFINITIONS WWW.NCSCONLINE.ORG.

X N/A

(4) COMMUNICATIONS-RELATED SOLUTIONS ARE COMPLIANT WITH ACJA § 1-502

X N/A

(5) SRS REPORTING REQUIREMENTS.

X N/A STATISTICAL REPORTING IS ELECTRONICALLY GENERATED BY THE COURT'S COMPUTER SYSTEM.

E.3.B. IF THE SOLUTION INVOLVES NETWORK OR COMMUNICATION COMPONENTS, DISCUSS THE CAPACITY ANALYSIS THAT HAS BEEN DONE.

THE CITY OF MESA HAS PURCHASED AND INSTALLED EDIFY IVR FUNCTIONALITY FOR TWO OTHER CITY DEPARTMENTS. THE CITY'S SYSTEM HAS PRODUCTION AND DEVELOPMENT SERVERS. THE EDIFY NETWORK IS FULLY INTEGRATED WITH THE CITY'S CENTREX TELEPHONE SYSTEM AND THE COURT'S COMPUTER SYSTEM.

F. Measurable Results

OBJECTIVE	TO HAVE 60 % OF ALL INCOMING TELEPHONE CALLS RESPONDED TO ELECTRONICALLY
MEASUREMENT	THE EDIFY SYSTEM TRACKS THE NUMBER OF CALLS THAT TERMINATE AFTER RECEIVING INFORMATION OR COMPLETE A TRANSACTION WITHOUT THE ASSISTANCE OF A STAFF MEMBER. IT ALSO TRACKS THE NUMBER OF CALLS TRANSFERRED TO A STAFF MEMBER.
OBJECTIVE	IDENTIFY CUSTOMER CALL PATTERNS TO ENHANCE THE MOST REQUESTED SERVICES.
MEASUREMENT	EDIFY SYSTEM TRACKING WILL PROVIDE THE DATA TO EVALUATE CALLER PATTERNS
OBJECTIVE	REDUCTION IN PAYMENTS BEING MANUALLY POSTED
MEASUREMENT	REPORTS FROM THE COURT'S DATABASE CAN IDENTIFY HOW THE PAYMENTS WERE POSTED.
OBJECTIVE	REDUCE THE NUMBER OF PEOPLE WHO PERSONALLY VISIT THE COURT EACH MONTH.
MEASUREMENT	EVALUATE THE NUMBER OF PEOPLE WHO ARE PERSONALLY SERVED BY THE CUSTOMER SERVICE DIVISION EACH MONTH. THIS WILL BE COMPARED TO HISTORICAL DATA.
OBJECTIVE	
MEASUREMENT	

G. BUDGET

ON TABLES G.1 - G.5, SHOW ONLY THE AMOUNTS BEING REQUESTED FROM STATE JCEF, TCPF OR FROM LOCAL JCEF. ON TABLE G.6, BE SURE TO SHOW OTHER FUNDING SOURCES.

G.1. PERSONNEL

POSITION TITLE/CLASSIFICATION	HOURS PER WEEK	HOURLY SALARY	TOTAL SALARY REQUESTED +	ERE %	ERE % AMOUNT +	TOTAL SALARY AND ERE =
N/A						
TOTAL ALL PERSONNEL (SALARY/WAGES PLUS ERE)						

G.2. PROFESSIONAL SERVICES (CONTRACTORS, CONSULTANTS)

NAME OF PROPOSED VENDOR	HOURS/UNITS OF SERVICE	AMOUNT/HOUR	TOTAL
DAVID R. HARRISON WITH D & L CONSULTING SERVICES OUT OF SHERMAN, TX	IVR 1034 HOURS	\$125.00	\$129,250.00
	INTERNET 1250 HOURS	\$125.00	\$156,250.00
TOTAL PROFESSIONAL SERVICES			\$285,500.00

G.2.A. DESCRIBE THE SPECIFIC DUTIES AND RESPONSIBILITIES OF PARTIES WITH WHOM A CONTRACT IS BEING PROPOSED.

DAVID R. HARRISON WILL BE RESPONSIBLE FOR PROGRAMMING, TESTING, AND IMPLEMENTING THE APPLICATION.

G.3. TRAVEL			
TYPE	QUANTITY	RATE	TOTAL
AUTO MILEAGE	4 SHUTTLES	\$15.00	\$60.00
SUBSISTENCE (PER DIEM)	10 DAYS	\$36.00	\$360.00
	10 DAYS	\$150.00	
	2 (ROUND TRIP)		
	10 DAYS		
REGISTRATION FEES	3 COURSES		
TOTAL TRAVEL			\$8,520.00

G.3.A. DESCRIBE THE PROPOSED TRAVEL AND EXPLAIN WHY IT IS NECESSARY TO ENSURE THE SUCCESS OF THE PROJECT.

THE PROPOSED TRAVEL IS FOR A CITY OF MESA INFORMATION SERVICES STAFF MEMBER TO RECEIVE EDIFY APPLICATION TRAINING. THE TRAINING IS NECESSARY FOR THE STAFF MEMBER TO GAIN THE SKILL-SETS REQUIRED TO MAINTAIN THE IVR AND INTERNET APPLICATIONS.

COURSE DESCRIPTIONS:

EDIFY APPLICATION BUILDER ADVANCED CONCEPTS

COURSE DESCRIPTION: THIS HIGHLY INTERACTIVE HANDS-ON COURSE IS A MUST FOR ALL APPLICATION DEVELOPERS WHO PLAN TO BUILD PRODUCTION-LEVEL APPLICATIONS FOR EDIFY SYSTEMS. IN ADDITION TO ADVANCED PHONE, TERMINAL, AND WEB TECHNIQUES, ATTENDEES LEARN APPLICATION DEVELOPMENT CONCEPTS THAT ARE ESSENTIAL TO BUILDING ROBUST, RELIABLE APPLICATIONS. ADVANCED TOPICS INCLUDE: ERROR HANDLING, MANAGING LARGE AMOUNTS OF DATA (LISTS, PACKAGES, AND XML), ALONG WITH APPLICATION DESIGN TIPS AND TECHNIQUES. PREREQUISITES: EDIFY APPLICATION BUILDER FUNDAMENTALS. REGISTRATION FEE: \$2750

EDIFY RUNTIME ENGINE SYSTEM ADMINISTRATION

COURSE DESCRIPTION: SYSTEM ADMINISTRATORS FOR ALL EDIFY PRODUCTS GET PRACTICAL HANDS-ON EXPERIENCE IN SYSTEM SUPPORT AND TROUBLESHOOTING, INTERPRETING ERROR AND JOB LOGS, USING THE DESKTOP TOOLS TO DETERMINE SUBSYSTEMS STATUS AND RUNNING SYSTEM REPORTS. THEY ALSO LEARN HOW TO OPTIMIZE THEIR SYSTEM RESOURCES TO ENSURE MAXIMUM SYSTEM EFFICIENCY AND HOW TO DEPLOY APPLICATIONS. PREREQUISITES: BASIC KNOWLEDGE OF THE WINDOWS 2000 SERVER OPERATING SYSTEM. REGISTRATION FEE: \$2200

EDIFY RUNTIME ENGINE INSTALLATION

COURSE DESCRIPTION: LEARN THROUGH HANDS-ON EXPERIENCE HOW TO INSTALL AND CONFIGURE A BASIC EDIFY SYSTEM FROM SCRATCH. THIS HANDS-ON COURSE TEACHES THE INSTALLATION AND CONFIGURATION OF TELEPHONY, FAX, DATABASE, TERMINAL, AND WEB OPTIONS, ALONG WITH REQUIRED THIRD PARTY SOFTWARE. THIS COURSE COVERS THE INSTALLATION OF A STANDARD DEVELOPMENT SYSTEM. PREREQUISITES: EDIFY SYSTEM ADMINISTRATION OR EDIFY APPLICATION BUILDER FUNDAMENTALS. REGISTRATION FEE: \$550

G.4. OTHER OPERATING EXPENSES	
DIGITAL TELEPHONE LINES	\$3,000.00
SERVICE/MAINTENANCE AGREEMENTS	\$750.00
OTHER – WEB SECURITY (2)	\$2,000.00
OTHER- WEB BROWSER SERVICES (1)	\$8,000.00
OTHER – ELECTRONIC WORKFORCE SOFTWARE AGENTS (13)	\$19,500.00
UNANTICIPATED OPERATING EXPENSES	\$8,230.00
TOTAL OTHER OPERATING EXPENSES	

G. 4. A. EXPLAIN AND PROVIDE JUSTIFICATION FOR THE REQUESTED OPERATING EXPENSES.

THE SOFTWARE APPLICATIONS LISTED PROVIDE THE ABILITY TO WEB ENABLE THE EDIFY APPLICATION. WHEN THE APPLICATION IS WEB ENABLED, USERS WILL HAVE THE ABILITY TO INQUIRE ON CASE SPECIFIC INFORMATION AND COMPLETE BUSINESS TRANSACTION ON THE INTERNET.

G.5.		EQUIPMENT			REMEDY #
ITEM	LEASE	WARRANTY	QTY	COST	WHO (JOB TITLE) WILL USE THIS EQUIPMENT?
TOTAL EQUIPMENT					

G.5.A. TELL WHY THE REQUESTED EQUIPMENT IS ESSENTIAL TO ACCOMPLISHING THE OBJECTIVES OF THE PROJECT. IF APPLICABLE, STATE WHETHER REQUESTED AUTOMATION EQUIPMENT IS COMPATIBLE WITH ACAP. IF YOU ARE NOT CERTAIN, CHECK WITH ACAP STAFF.

N/A

G.5.B.DESCRIBE THE PROPOSED DISPOSITION, AT THE CONCLUSION OF THE PROJECT, OF ANY EQUIPMENT PURCHASED WITH FUND MONIES.

THE REQUESTED SOFTWARE WILL BECOME THE PROPERTY OF MESA MUNICIPAL COURT.

G.5.C.EXPLAIN YOUR RATIONALE FOR CHOOSING TO LEASE OR PURCHASE THE EQUIPMENT.

LEASING OF EDIFY SOFTWARE IS NOT AN OPTION.

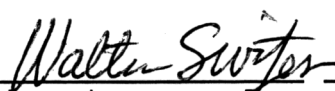
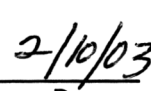

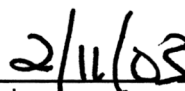
G.6.BUDGET SUMMARY (ATTACH A SIMILAR CHART FOR ANY ADDITIONAL YEARS OF FUNDING YOU ANTICIPATE.)

	FY 02			
	TOTAL FROM APPLICATION	STATE JCEF/TCPF*	LOCAL JCEF	OTHER**
PERSONNEL				
PROFESSIONAL SERVICES	\$285,500.00		\$285,500.00	
TRAVEL & REGISTRATION	\$8,520.00		\$8,520.00	
OTHER OPERATING	\$41,480.00		\$41,480.00	
EQUIPMENT				
TOTAL	\$335,500.00		\$335,500.00	
FY TOTAL FROM ALL SOURCES		\$335,500.00		

*THE SUM OF THE JCEF/TCPF COLUMN AND THE LOCAL JCEF COLUMN SHOULD MATCH THE FIGURES IN TABLES G.1 - G.5 OF THIS APPLICATION.

** LIST BELOW YOUR OTHER SOURCES OF FUNDING. NOTE ANY AMOUNTS THAT ARE "REQUESTED" BUT NOT YET APPROVED.

H. Signatures of Submitting Parties

 	 
PRESIDING JUDGE, JUSTICE OF THE PEACE, MAGISTRATE, OR CLERK OF THE SUPERIOR COURT *	SIGNATURE OF PRESIDING JUDGE OF THE SUPERIOR COURT IN THE APPLICANT'S COUNTY

I. SUPPORTING DOCUMENTATION

LETTER OF SUPPORT

✓ LETTER OF SUPPORT ATTACHED. A COPY OF THE MESA CITY COUNCIL'S RESOLUTION No. 7936 IS ATTACHED SHOWING IT SUPPORTS USING JCEF FUNDS TO PROVIDE IVR TECHNOLOGY TO THE MESA MUNICIPAL COURT.

✓ LETTER OF SUPPORT NOT ATTACHED FOR THE FOLLOWING REASONS:

*SUPERIOR COURT AND CLERK OF COURT APPLICATIONS, INCLUDING LOCAL JCEF REQUIRE BOTH THE CLERK OF THE COURTS SIGNATURE AND PRESIDING JUDGE'S SIGNATURE.

RESOLUTION NO. 7936

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MESA, MARICOPA COUNTY, ARIZONA, AUTHORIZING THE MESA MUNICIPAL COURT TO PURSUE GRANT FUNDING FROM THE ARIZONA SUPREME COURT TO IMPLEMENT AN INTERACTIVE VOICE RESPONSE SYSTEM.

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF MESA, MARICOPA COUNTY, ARIZONA, AS FOLLOWS:

Section 1: Authorizing the Mesa Municipal Court to pursue grant funding from the Arizona Supreme Court to implement an interactive voice response (IVR) system including internet access to court records.

PASSED AND ADOPTED by the City Council of the City of Mesa, Maricopa County, Arizona this 16th day of December, 2002.

APPROVED.



Reno Hawker
Mayor

ATTEST:

Barbara Jones
City Clerk